

Product Number: 4205.09.15**VOXWARE PICK-TO-VOICE SYSTEM****(VOXWARE INC)**

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The Voxware Pick-to-Voice system is a hardware and software solution that interfaces with the Escalate Warehouse Management System (WMS) which allows warehouse employees to “pick” store orders that have been allocated in the Escalate WMS.

Once store’s orders have been allocated in the Escalate WMS, an in-house program called Pick-to-Voice allows a warehouse manager to submit open “picks” to the Voxware system. The open “picks” are organized into assignments. Warehouse workers wear headphone and speaker devices that are connected to a mobile unit device. Through the mobile unit device, warehouse workers receive voice instructions and respond to those instructions in order to fill store orders.

The confirmed” picks” are sent back to the Escalate system through a “listener”. Normal Escalate processes finalize the confirmed “picks”. Shipping documents are then produced.

The hours of support required for the Voxware System are listed below.

Application	Support Hours	Days of Week
Voxware	6 am to 5 pm 8 am to noon	Monday - Friday Saturday (December)

Product Features and Descriptions

Feature	Description
Assignments	The in-house program called “Pick-to-Voice” organizes open “picks” into assignments. Once the warehouse manager is satisfied with the assignments, they are sent to the Voxware system.

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Picking	Through DABC's wireless network, mobile unit devices worn by warehouse workers communicate with the Voxware application to receive voice automated instructions.
Listener	The listener receives confirmed picks from the Voxware system and updates the appropriate tables in the Escalate system.
Physical Equipment	There are 24 mobile units which include headsets. 48 Batteries (one for each mobile unit device as well as a backup battery). 8 battery charging units. 3 pallet label printers. 3 mobile label printers. 2 HP Proliant servers (production and backup) running Windows 2008 server operating system
Time Management	The Voxware system logs start and end times of warehouse workers. It also tracks time of each confirmed pick. Voxware also records breaks taking by workers
Program modifications	In-house program bug fixes and/or system enhancements are deployed on schedule as prioritized and agreed upon by the DABC executive and management who form the DABC I.T. Action Committee (ITAC). Updates provided by Voxware will be deployed as releases occur.
Wireless Network	DTS will provide all support and maintenance for the wireless network that connects the Voxware system to the mobile unit devices and wireless printers.
Disaster Recovery	The production server is copied to the backup server each night. Both servers have the same Voxware applications and databases allowing DTS to switch to the backup if any issues every occurred with the production server.

Features Not Included

Feature	Explanation
User Training	User training documentation has been provided by Voxware. Training of new employees is done by the warehouse managers of DABC

Rates and Billing

Feature	Description	Base Rate
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Application DBA	Primary responsibility for the health and maintenance of all instances of the production database (including load balancing, synchronization with the backup server located in the warehouse, backup and restore operations etc). Also includes liaison with the software vendor for issues concerning the commercial application.	See DTS Approved Rate 1 DBA
Custom Code bug fixes and enhancements	Interface changes or updates required for communication with the main WMS on the DABC enterprise server.	See DTS Approved Rate 1 Programmer/Analysts
Hardware Support	System hardware installation, hosting, environment, LAN/WAN connectivity, etc.	Support within established rates for DTS enterprise hosting, networking, & security staff as appropriate.

Ordering and Provisioning

Issues with the Voxware system are reported directly to Voxware under the terms of the agency's maintenance contract with that vendor.

Problems related to Voxware's database or the movement of product between Voxware and the main WMS are reported to DTS via the Help Desk number. These problems are then prioritized by severity and resolved by the tech support/development group as appropriate.

DTS Responsibilities

1. Provide 24x7uptime except for scheduled maintenance.
2. Provide support from 4 AM to 5 PM normal business hours Monday – Friday.
3. Provide support from 5 AM to 10 AM on Saturday during the month of December.
4. Schedule routine maintenance in coordination with the DABC.
5. Coordinate and implement computer hardware/software upgrades on a 4 year cycle.
6. Notify DABC of any problems and resolutions.
7. Assist the DABC with system Upgrade, Modification, Enhancement, and/or Replacement projects as necessary to support the agency's business.
8. Provide instruction and training as needed.
9. Monitor Windows 2008 standby server to ensure that nightly replication is working.
10. Respond promptly to any component outage, or loss of connection to the main WMS
11. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DTS will verify and test all existing mitigation controls that are associated with DTS responsibilities.

Agency Responsibilities

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1. DABC will maintain the Service Contract with Voxware.
2. DABC will provide down-time for scheduled maintenance.
3. Report appropriate problems to DTS staff and allow appropriate time for resolution.
4. Purchase components needed to upgrade and maintain system.
5. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DABC will verify and test all existing mitigation controls that are associated with DTS responsibilities.
6. Application and database updates are performed by the vendor. DABC is responsible for these costs.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Availability during production hours based on 13 Hrs/Day, 5 Days/Week (16,770 min/mo).	99% Availability

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Time lines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%

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High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	95%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Time lines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	95% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5

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Percentage of respondents expressing satisfaction (vs. dissatisfaction)	95% of respondents satisfied
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